

**Department of Human Services
USSDS Payment History Change Process**

Situations arise which require changes to the original payment information in USSDS; such as input errors, incorrect provider addresses, returned checks, lost checks, and provider reimbursements for unfulfilled services. Because USSDS currently lacks the capacity to track all the changes made to the original payment information, the following procedures are required for each request in order to ensure that the financial impact and internal controls are appropriately considered, as needed.

Each Division/Office should designate an employee (usually the budgeting and accounting officer) to be the Single Point of Contact (SPC). The SPC is responsible to receive the monthly tracking logs of the payment information changes from the USSDS Help Desk to make sure all the necessary follow-up actions have been thoroughly considered and implemented.

There are two major groups of changes made to the original payment information in USSDS: (1) The changes that affect all the payment information other than the original amount paid; and (2) the changes that affect original amount paid.

The matrix below is a guide to help to determine whether a correcting FINET transaction needs to process, and/or a Medicaid claim should be initiated, adjusted, or reimbursed in accordance with the changes made to the original payment information.

1. The Payment Information (other than the ‘Original Amount Paid’) Changes:

Request Form: USSDS Payment History Change Request Form

Tracking Log: USSDS Payment History Change Tracking Log

Financial Impact Matrix: For changes made to the payment information other than the original amount paid

FIELDS	USSDS	FINET	MEDICAID**
** Medicaid only applicable for Title XIX payments			
PROV_ID	√	NA	√
CLIENT_ID	√	NA	√
SVC_CODE	√	√	√
KIND	√	NA	√
SVC_START_DT	√	NA	√
SVC_END_DT	√	NA	√
UNITS	√	NA	√
WORK_ID	√	NA	NA
CONTRACT#	√	NA	NA
ELIG_CODE	√	√	√
REG_OFF (DISTRICT)	√	√	NA

- a. A request form shall be filled out by Requestor and sent to the USSDS Help Desk with the required information as instructed (e.g. USSDS/PP07 screen print).
- b. USSDS Help Desk shall process the requests and enter the changes into the tracking log. On the 10th business day of each month, the tracking log shall be sent out to the Division/Office SPC for the follow-up actions to reflect the changes accordingly.
- c. SPC shall review and/or process the follow-up actions based on the matrix above as soon as the monthly tracking log is received.
- d. For changes made to Service Code, Eligibility Code, and District Code, SPC has to make sure the FINET transactions will be processed to reflect the payment changes accordingly.
- e. For changes made to the Title XIX payments, SPC sees that any associated Medicaid claim is initiated, adjusted, or reimbursed, as needed.

2. The 'Original Amount Paid' Changes:

Request Form: USSDS Provider Payback/Reimbursement Form

Tracking Log: USSDS Provider Payback/Reimbursement Tracking Log

Financial Impact Matrix: For the changes made to the original amount paid

FIELDS	REASONS	USSDS	FINET	MEDICAID**
** Medicaid only applicable for Title XIX payments				
AMOUNT				
	CANCELTATION			
	STALE DATED CHECKS **	√	√	√
	POST OFFICE RETURNED CHECKS	√	√	√
	LOST CHECKS	√	√	√
	CHECKS ISSUED TO WRONG PROV	√	√	√
	PROV PAYBACK w / FULL AMT	√	√	√
	OTHERS	√	√	√
	ADJUSTMENTS			
	PROV PAYBACK w / PARTIAL AMT	√	√	√
	CLOTHING ALLOWANCE	√	√	√
	OTHERS	√	√	√

** The correcting FINET transactions for the stale dated checks will be done by the Division of Finance.

- a. A request form shall be filled out by Requestor and sent to the USSDS Help Desk with the required information as instructed (e.g. the USSDS/PP07 screen print, a copy of the check received from Provider).
- b. USSDS Help Desk shall process the requests and enter the payback/reimbursement information into the tracking log. On the 10th business day of each month, the tracking log shall be sent out to the Division/Office SPC for the follow-up actions to reflect the changes accordingly.
- c. SPC shall review and/or process the follow-up actions based on the matrix above as soon as the monthly tracking log is received.
- d. Whenever a payback/reimbursement check is received, a CR FINET transaction should be processed timely to record the payback/reimbursement. SPC sees that any associated Medicaid claim is reimbursed, as needed.